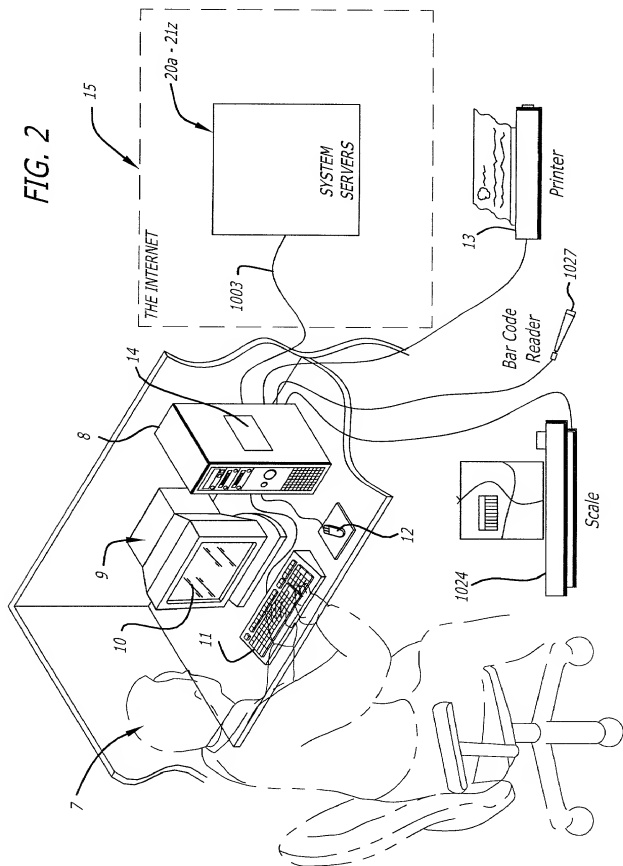
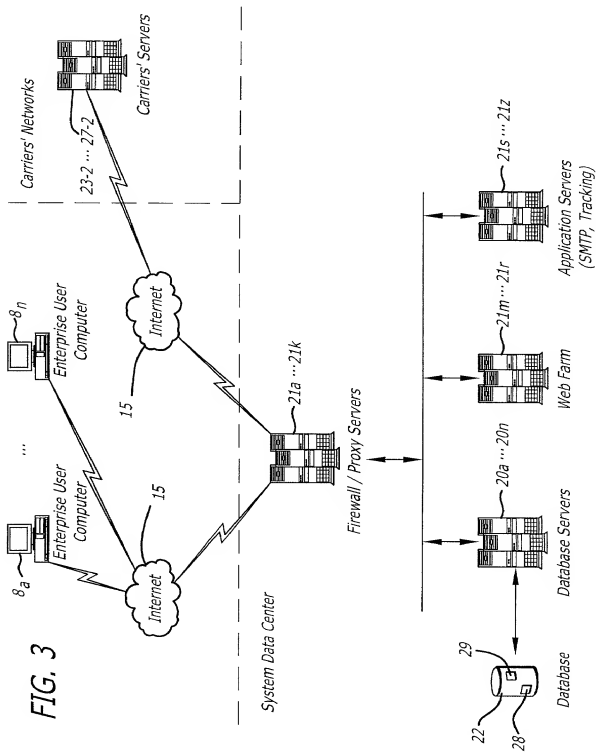


FIG. 1





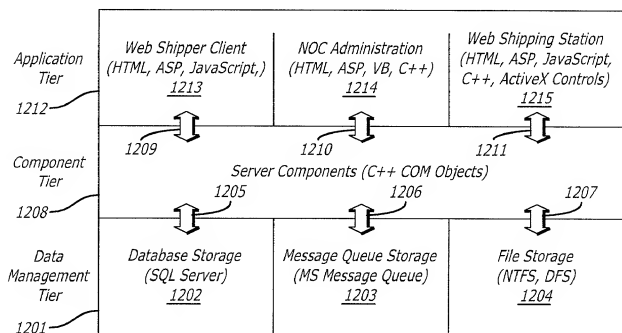


FIG. 4

[illegible]

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 5

100799 220250

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 6

**iShip.com**

Welcome to iShip.com    My iShip    Help

## Log On

**Registered Users**

Enter your user ID and Password then click Next. Your User ID is usually your e-mail address

User ID:

Password:

☒ Remember my name and Password for easy log on.

**Password Recovery**

If you cannot remember your Password, please check your e-mail records for your Sign Up notification. If you are unable to find your notification, click [Recovery](#) and we will attempt to recover your Password. [\[Help\]](#)

**New Users**

If you would like to join iShip.com or learn more about using our shipping service, click [Register](#), or visit our [Home Page](#) and click on [How it Works](#). [\[Help\]](#)

[Having trouble?](#)  
[Suggestions or comments.](#)

[Next](#) [Cancel](#)

FIG. 7

**iShip.com**

⑦ Password Recovery

## Recovery ?

Registered Users

If you have forgotten your password, enter your User ID and click Next.

User ID:

Next Cancel

Home  
Contact Us  
Log On

Having trouble?  
Questions or comments

FIG. 8

**iShip.com**

⑦ Password Recovery

## Recovery ?

Recovery Question

Type in your answer the Recovery Question you provided us when you registered and then click Next. [?help]

Your Question: What is my childhood pet's name?

Your Answer:

[I don't remember the answer to my Recovery Question](#)

Next Cancel

Home  
Contact Us  
Log On

Having trouble?  
Questions or comments

FIG. 9



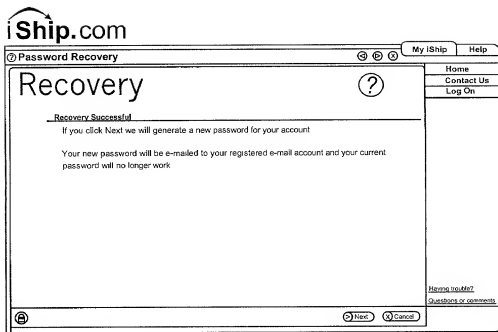


FIG. 10

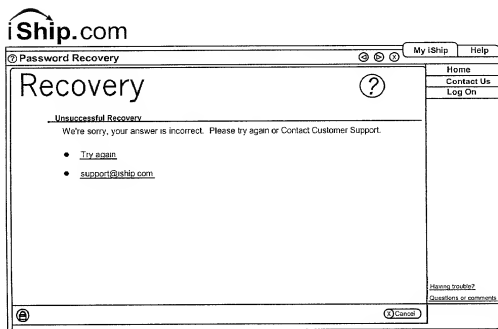
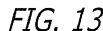


FIG. 11

[illegible]

11/61

**iShip.com**

Address Book - Edit Address

My iShip | Price It | Ship It | Track It | Sell It | Help

**Contact and Address Information**

Edit your address below and click Save. To Add an address, click Reset to clear all the fields, fill in the appropriate information, and then click Save.

Nickname:   
 Contact Name:   
 Location:  [Go to Locations](#)  
 Company:   
 Street:   
 Floor/Room:   
 Department:   
 Country:   
 City:   
 State/Province:  [Look Up Zip](#)  
 ZIP/Postal Code:  [Look Up City, State](#)  
 Telephone:   
 Fax:   
 E-mail Address:   
 Address Type: ☐ Business ☒ Residence  
 Flights of Stairs:   
 Loading Dock: ☐ Yes ☒ No  
 Appointment: ☐ Required ☒ Not Required

[Reset](#) [Save](#) [Cancel](#)

My iShip Home

- Address Book
- Address
- Locations
- Saved Packages
- Setup Wizard
- Preferences
- Log Off

Having trouble?  
[Questions or comments](#)

FIG. 14

**iShip.com**

Address Book - Locations

My iShip | Price It | Ship It | Track It | Sell It | Help

**Groups**

123 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Group Name  Find

☒ (EDIT) [ACME, Inc.](#) ACME, Inc. Human Resources Bellevue, WA 98006  
☐ (EDIT) [Allstate](#) Allstate Insurance Sales Bellevue, WA 98006  
☐ (EDIT) [CDA](#) Columbia Haus Sales New York, NY 10012  
☒ (EDIT) [iShip](#) iShip.com Engineering Bellevue, WA 98006  
☐ (EDIT) [OceanStar](#) OceanStar Marketing Centerbrook, MA 02349  
☐ (EDIT) [Stamps.com](#) Stamps.com Web Development Santa Monica, CA 91220

[Previous](#) (1-15) [Next](#)

My iShip Home

- Address Book
- Address
- Locations
- Saved Packages
- Setup Wizard
- Preferences
- Log Off

Having trouble?  
[Questions or comments](#)

[Delete](#) [Add](#) [Done](#)

FIG. 15

12/61

iShip.com

My iShip		Price It	Ship It	Track It	Sell It	Help
<b>Preferences - Summary</b>						
This is a summary of your preferences. To change any of them click Change in the section you want to edit or click on the category name in the navigation bar on the right.						<a href="#">My iShip Home</a> <a href="#">Address Book</a> <a href="#">Saved Packages</a> <a href="#">Setup Wizard</a> <a href="#">Preferences</a> 110 <a href="#">Account Info</a> 111 <a href="#">Change Password</a> 112 <a href="#">Carrier Info</a> 112 <a href="#">Drop Off/Pickup</a> 113 <a href="#">Applications</a> 114 <a href="#">Log Off</a>
<b>Account Information</b>						
iShip Account Number:	MX4457					<a href="#">Change</a>
User Name:	LoryK					
Contact Info:	Lory Krett iShip.com 3535 Factoria Blvd SE Suite 500 Bellevue, WA 98005					
<b>Password</b>						
Recovery Question:	What is my childhood pet's name?					<a href="#">Change</a>
Recovery Answer:	Whiskers					
<b>Carrier Information</b>						
FedEx	Account Number: 1130617 Pickup Time: 4:30PM Status: Air-Fre	UPS	Account Number: 91300735 Pickup Time: 4:30PM Status: Air-Fre	<a href="#">Change</a>		
Show rates for these carriers: Airborne Express FedEx UPS UNITED STATES POSTAL SERVICE YELLOW						
<b>Drop Off/Pickup Location</b>						
Default Origin ZIP Code:	98006					<a href="#">Change</a>
Airborne Express:	Calling the carrier for pickup					
FedEx:	Scheduled pickup					
UPS:	Scheduled pickup					
USPS:	Scheduled pickup					
Yellow Freight:	Arranging for pickup					
						<a href="#">Home</a> <a href="#">Feedback?</a> <a href="#">Questions or comments</a>

FIG. 16

iShip.com

My iShip		Price It	Ship It	Track It	Sell It	Help
<b>Preferences - Account Information</b>						
Account Information:						<a href="#">My iShip Home</a> <a href="#">Address Book</a> <a href="#">Saved Packages</a> <a href="#">Setup Wizard</a> <a href="#">Preferences</a> 111 <a href="#">Account Info</a> 112 <a href="#">Change Password</a> 122 <a href="#">Carrier Info</a> 123 <a href="#">Package Options</a> 113 <a href="#">Shipment Options</a> 114 <a href="#">Drop Off/Pickup</a> 113 <a href="#">Applications</a> 114 <a href="#">Feedback</a> 126 <a href="#">Log Off</a>
iShip Account Number:	MX4457					<a href="#">Help</a>
User Name:	LoryK					
Contact Name:	Lory Krett					
Company:	iShip.com					
Street:	3535 Factoria Blvd SE					
Room/Floor:	Suite 500					
Department:						
City:	Bellevue					
State:	WA - Washington					
ZIP Code:	98006					
Telephone:	(425) 602-4848					
Fax:	(425) 555-1100					
E-mail Address:	lory@iship.com					
<input type="checkbox"/> Receive shipping information updates. <input checked="" type="checkbox"/> Receive shipping notifications via e-mail. <input checked="" type="checkbox"/> Remember my name and password for easy log on. <a href="#">Deactivate my account</a>						<a href="#">Home</a> <a href="#">Feedback?</a> <a href="#">Questions or comments</a>
						<a href="#">Save</a> <a href="#">Cancel</a>

FIG. 17

**Preferences - Carrier Information** My iShip Price it Ship it Track it Sell it Help

This page needs an overall explanation about what is going on with it. Click this, click that, and things will behave differently in different parts of the app.

Carrier accounts:

FedEx	Account Number: 11245677	[Add Account]
	Status: Active	[Help]
	Pickup Time: 4:30pm	
UPS	Account Number: 4433 6755	
	Status: Active	
	Pickup Time: 4:30pm	

Default carriers and services:

Use the check boxes to select the carriers and services you would like to appear on the rate grid. To select a Preferred Carrier, click on a radio button to the right of the carrier name. [Help]

<input checked="" type="checkbox"/>	Airborne Express	<input type="radio"/> Preferred
<input checked="" type="checkbox"/>	FedEx	<input checked="" type="radio"/> Preferred
<input checked="" type="checkbox"/>	UPS	<input checked="" type="radio"/> Preferred
<input checked="" type="checkbox"/>	Next Day Air Early AM	8:30am
<input checked="" type="checkbox"/>	Next Day Air	10:30am
<input checked="" type="checkbox"/>	Next Day Air Service	3:00pm
<input checked="" type="checkbox"/>	2nd Next Day AM	12:00pm
<input checked="" type="checkbox"/>	2nd Next Day	End of Day
<input checked="" type="checkbox"/>	2nd Day Delivery	End of Day
<input checked="" type="checkbox"/>	Ground	End of Day
<input checked="" type="checkbox"/>	USPS	<input type="radio"/> Preferred
<input checked="" type="checkbox"/>	Yellow	<input type="radio"/> Preferred

iShip supported carriers: ☐ Ship with iShip supported carriers only. [Help]

FedEx UPS

Explanatory text here. Something like, "this only affects shipping, not rating"

Rate grid highlight:

In the Rate Grid, always highlight:

- ☒ Fastest Delivery [Help]
- ☐ Cheapest Delivery

[Save] [Cancel]

129 130 131a 128 135 136 113

FIG. 18

**Preferences - Drop Off/Pickup** My iShip Price it Ship it Track it Sell it Help

Default Origin ZIP Code: 58006 [Help]

If you usually ship from a location other than your return address, enter the ZIP code from which you usually ship here.

My Default Drop Off/Pickup Location for Each Carrier is:

Airborne Express	My location by calling the carrier for pickup
Federal Express	My location through scheduled pickup
United Parcel Service (UPS)	My location through scheduled pickup
United States Postal Service (USPS)	My location through scheduled pickup
Yellow	My location by arranging for pickup

[Save] [Cancel]

149 150 152 122

FIG. 19

iShip.com

## Preferences - Package Options

My iShip

Price It

Ship It

Track It

Sell It

Help

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

The value of the contents is:

\$ 170

I want to protect my package from carrier loss or damage

Most services automatically protect your package up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.

[ Help ]

Package Reference Number

Give each package a reference number for your records

[ Help ]

Service Options:

172

☐ Verbal Confirmation  
This option can only be used with UPS Next Day Early AM. This confirmation call will be made to the phone number you enter in phone number field in your return address.

[ Help ]

173

☐ E-mail Notification  
E-mail notification of delivery requires an e-mail address on the return address page.

[ Help ]

174

☐ Delivery Confirmation  
This option can only be used with USPS services

[ Help ]

175

☐ Proof of Delivery  
This option can only be used with UPS services. Proof of Delivery responses are sent automatically after delivery. You may also require the recipient's signature to be included in response.

[ Help ]

176

☐ Adult Signature Required

[ Help ]

177

☐ Call Tag  
This option can only be used with UPS Ground service.

[ Help ]

Merchandise Description:

178

179

☐ Certified Mail  
This option can only be used with USPS Priority Mail or Parcel Post.

[ Help ]

180

☐ Return Receipt  
This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than \$50.00

[ Help ]

My iShip Home

Address Book

Saved Packages

Setup Wizard

Preferences

Account Info

Change Password

Carrier Info

Package Options

Statement Options

Rate Calculator

Applications

Payment

Log Off

FIG. 20

iShip.com

Preferences - Shipment Options		My iShip	Price It	Ship It	Track It	Sell It	Help
<p>This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.</p>							
Destination Address	<input checked="" type="radio"/> Business <input type="radio"/> Residence	<p>190 191 192</p> <p>Give your shipment a reference number for your records [ Help ]</p>					
Shipment Reference Number:	<input type="text"/>						
Package Reference Number	<input type="text"/>	<p>193</p> <p>% of shipping charges and/or fixed amount. [ Help ]</p>					
Sender Options:	194	<p>You will see the total of carrier shipping charges plus your handling charges. [ Help ]</p>					
195	<input type="checkbox"/> Delivery Deadline	<p>If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day. [ Help ]</p>					
196	<input type="text"/> Next Day	209					
197	<input type="checkbox"/> Guaranteed Delivery	<p>When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid. [ Help ]</p>					
198	<input type="checkbox"/> Deliver Without Signature	<p>Checking this box authorizes FedEx to deliver your shipment without obtaining a signature. [ Help ]</p>					
199	<input type="checkbox"/> Set Earliest Delivery Time	<p>This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee. [ Help ]</p>					
200	<input type="text"/> 2:30am						
201	<input type="checkbox"/> Documents Only	<p>This option is only applicable for shipments sent to international destinations. [ Help ]</p>					
202	<input type="checkbox"/> Non-Dulable	<p>This option is only applicable for shipments sent to international destinations. [ Help ]</p>					
Freight Pickup	<p>Stairs</p> <p>Please indicate the number of flights of stairs.</p> <p>203 <input type="text"/> 2</p> <p>204 <input type="checkbox"/> Loading Dock</p> <p>Select this if there is a loading dock at the pickup location.</p> <p>205 <input type="checkbox"/> Appointment Required</p> <p>Select this if an appointment is required for pickup.</p>	<p>[ Help ]</p>					
Freight Delivery:	<p>Stairs</p> <p>Please indicate the number of flights of stairs.</p> <p>206 <input type="text"/> 2</p> <p>207 <input type="checkbox"/> Loading Dock</p> <p>Select this if there is a loading dock at the delivery location.</p> <p>208 <input type="checkbox"/> Appointment Required</p> <p>Select this if an appointment is required for delivery</p>	<p>[ Help ]</p>					
<p>Home Insured? Questions or comments</p>							
<p>[ Save ] [ Cancel ]</p>							

FIG. 21

iShip.com

Preferences - Applications		My iShip	Price It	Ship It	Track It	Sell It	Help
This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.							
Application Start Pages:	<input checked="" type="checkbox"/> Show Application Start Pages <input checked="" type="checkbox"/> Ship It <input checked="" type="checkbox"/> Price It <input checked="" type="checkbox"/> Sell It <input checked="" type="checkbox"/> Preferences	[ Help ]					
Package Options:	<input checked="" type="checkbox"/> Show Advanced Package Options Explanation about Advanced Package Options	[ Help ]					
Log Off Message:	<input checked="" type="checkbox"/> Show Log Off Message Explanation about Log Off Message	[ Help ]					
Track It Options:	Display this page first in Track It <input checked="" type="checkbox"/> Track a Package						
		[ Save ] [ Cancel ]					

220  
221  
222  
223  
224  
225  
226  
227

FIG. 22

iShip.com

Preferences - Payment Information		My iShip	Price It	Ship It	Track It	Sell It	Help
Default payment type:	Short explanation about different payment types <input checked="" type="radio"/> Credit Card	[ Help ]					
Credit card info and billing address:	You may choose to store your credit card data here. Card Number: 1234 5678 9101 2345 Expires: 02/2002 - 02/2002 First Name: Lory Last Name: Kret E-mail Address: lory@iship.com Company: iShip.com Street: 3535 Factoria Blvd. SE City: Bellevue State: WA - Washington ZIP Code: 98008 Telephone: (425) 602-4848	[ Help ] [ Save ] [ Cancel ]					
		By shipping your package with iShip.com you agree to all Terms of Service specified by iShip.com or the carriers on any applicable bill of lading or service guide.					

230  
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232  
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237  
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241  
242

FIG. 23



**iShip.com**

**Price It Start Page** | My iShip | Price It | Ship It | Track It | Sell It | Help

This is a summary of your pricing defaults you set in your preferences. To change any of them click Change in the section you want to edit or click Next and you will be guided through the steps.

**251** **Shipment Information**

Origin: iShip.com  
Bellevue, WA 98006  
No. of Packages: 1  
All the same? Yes [Change]

Destination: The Moon's  
Prosser, WA 99350  
United States  
Residence

**Package Information**

Details: 2lb 3oz  
10" x 12" x 8"  
My own packaging  
Loss Protection, \$150 [Change]

**Shipping Options**

Ship Date: 02/17/00 Today  
Delivery Deadline: 3 Days  
Drop Off Location: My location, scheduled [Change]

**Shipping Charges**

Service:	UPS Ground	\$ 5.55
Service Options:		\$ .55
Total:		\$ 6.57

Have you trouble?  
Questions or comments?

[Ship It] [Next] [Cancel]

**250** **Price It**

- 1 Shipment Info
- 2 Package Info
- 3 Shipping Options
- 4 Rates and Times
- 5 Ship Now
- Log Off

FIG. 24

**iShip.com**

**Prepare Your Shipping Estimate** | My iShip | Price It | Ship It | Track It | Sell It | Help

**Shipping ORIGIN:** 149 ZIP Code: 98006 98125, for example [Drop Off Location]

NOTE: iShip.com currently supports packages shipped from U.S. only.

**Shipping DESTINATION:** 261 Nickname: 260 Address Book [Help]

262 Country: United States [Help]

264 State: [Select One] Lock up ZIP: 263 Lock up City, State: 265

ZIP Code: 266

The Delivery address for my shipment is at:

190 Business 266 Residence 267

Number of packages in my shipment: 4 270 191

NOTE: Enter a number greater than one for multiple packages going to the same address [Help]

All the package in my shipment are the same: 271 Yes 272 No [Help]

Package 1 of 4

Package #1 weights: 273 4 lb 274 oz [Help]

I am using the following packaging:

Other - indicate dimensions below 275

Length: 10 in. Width: 12 in. Height: 6 in. 276 277 278

The packaging is irregular or is not standard. 279 [Help]

More options: Advanced Package Options 280

Have you trouble?  
Questions or comments?

[Show Rates] [Enter] [Ship] [Next] [Cancel]

**290** **Price It**

- 1 Shipment Info
- 2 Package Info
- 3 Shipping Options
- 4 Rates and Times
- 5 Ship Now
- Log Off

FIG. 25

**Drop Off Locator**

Drop Off Locator

< Previous [1-10] Next >

Location Type: Drop box or carrier self service stations Carrier: Airborne

☒ Only show locations where today's deadline has not yet passed.

Carrier Phone	Type/Deadline	Address	Comments
Airborne (425) 602-1111	Drop Box 4:30pm	1111 Factone Blvd SE Bellevue, WA 98006	
Airborne (425) 602-2222	Drop Box 6:00pm	12020 Coal Creek Pkwy Newcastle, WA 98012	
Airborne (425) 555-1234	Drop Box 9:00pm	3850 131st Ave SE Bellevue, WA 98006	Newport Tower P-1 Level Loading Dock
Airborne (425) 555-6678	Drop Box 8:00pm	11400 SE 8th Bellevue, WA 98005	Bellevue Gateway By phone near pkg garage
Airborne (425) 555-9101	Drop Box 4:30PM	110 110th Ave NE Bellevue, WA 98005	110 Autism Place Bldg Pkg Elev Lobby P5 Lobby
Airborne (425) 555-1121	Drop Box 4:30PM	1309 114th SE Bellevue, WA 98005	Belfield Business Park Pkg Lot of 1309 Building
Airborne (425) 555-3141	Drop Box 5:00PM	13215 SE 32nd Street Bellevue, WA 98005	Airborne Express Next to front door
Airborne (425) 555-5181	Drop Box 6:00PM	326 118th Ave SE Bellevue, WA 98005	Belle View Park Parking Lot
Airborne (425) 555-9202	Drop Box 4:30PM	3326 160th Ave SE Bellevue, WA 98005	Boeing Bldg 7-349 Outside front of bldg
Airborne (425) 555-1222	Drop Box 4:30PM	9725 SE 36th Mercer Island, WA 98009	Globe Bldg West drive thru entrance

Close

FIG. 26

**iShip.com**

Shipping Addresses    My iShip    Price It    Ship It    Track It    Sell It    Help

**Return address:**  
 (Change) 292  
 Lory Kratt  
 iShip.com  
 3535 Factoria Blvd SE  
 Floor 5  
 Bellevue, WA 98008  
 (425) 802-4848  
 lory@iship.com

**Destination address:** 293

Nickname:  (Help)

Contact Name:  Address Book

Company:

Street:

Floor/Room:

Department:

Country:

City:

State/Province:  Look up ZIP

ZIP/Postal Code:  Look up City, State

Telephone:

Fax:  293-1

E-mail Address:

Address Type: ☒ Business ☐ Residence

293-2 ☐ Add this address to my Address Book.

**E-mail notification:**

If you provide an E-mail Address, we will notify the recipient and up to two others that a package has been sent. You can include a brief message to be sent with the E-mail. (Help)

294

Name: E-mail address:

#1

#2

295

Message:

**Package information:**

Description:  Browse (Help)

296

Reference No.:  297

1 Show Rates    Save    Back    Next    Cancel

Price It  
 1 Shipment Info  
 2 Package Info  
 3 Shipping Options  
 4 Status and Items  
 5 Payment  
 6 Print  
 Log Off

Having trouble?  
 Give us a call or write to us.

FIG. 27

**iShip.com**

Payment My iShip Price It Ship It Track It Sell It Help

**Confirm your shipment:**

Service	UPS Ground	\$6.30	Shipment:	29b Box
Service Options		\$ 2.00		10" x 12" x 8"
Total		\$ 7.32		Loss protection, \$150

Return Address: Jim Ship  
Ship.com  
3535 Factoria Blvd SE  
Floor 5  
Bellevue WA 98006  
jps@ship.com  
(425) 602-4848

Return Address: Diane Mann  
Kahua Park  
12020 801st Ave NE  
Ellensburg WA 98806  
United States  
(509) 555-4928

Destination address:

Note: To modify your shipment, click the Back button or the corresponding link in the navigation bar.

Payment type: **Bill Third Party**

Third Party billing address:

Carrier Account No.: 1234 5678 9101 2345

Contact Name: Lory E. Krett

Company: iShip.com

Address: 3535 Factoria Blvd SE

Room/Floor: Floor 5

Department:

City: Bellevue

State/Province: WA - Washington

Zip/Postal Code: 98006

Telephone: (425) 602-4848

By shipping your package with iShip.com you agree to all [Terms of Service](#) specified by iShip.com and UPS.

When you click finish, the above UPS account will be charged \$7.32.

Navigation bar: 1 [Shipment Address](#), 2 [Package Info](#), 3 [Shipment Options](#), 4 [Rates and Taxes](#), 5 [Payment](#), 6 [Print](#), Log Off

Buttons: Back, Finish, Cancel

FIG. 28

4380 Merchant Logo

Merchant Main Menu Choices 4382

Your Order History

Click on an order to view the order summary.

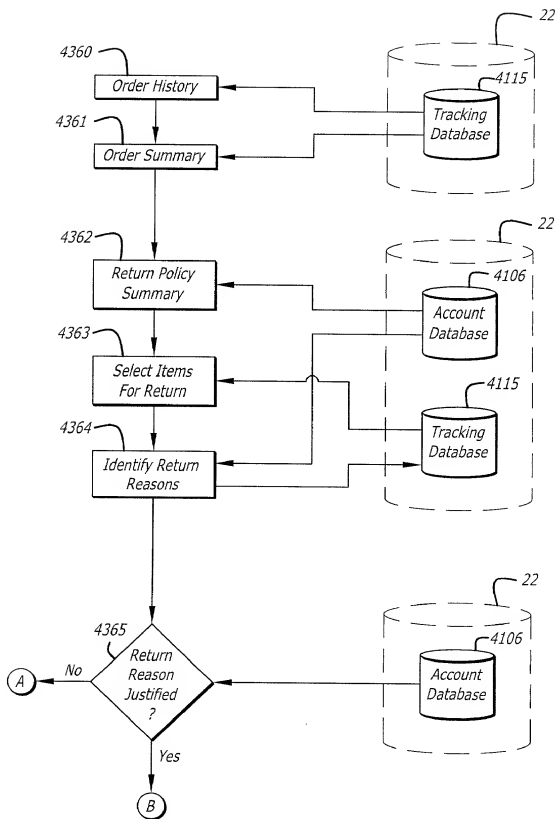
4381 { Merchant  
SubMenu  
Selections

4400 Shipped Orders:

Order #	Order Date	Status
4401-1 { <u>002-0152586-5576810</u>	July 19, 1999	All items shipped
4401-2 { <u>002-2212571-6739814</u>	March 28, 1999	All items shipped
4401-3 { <u>002-9739895-6708638</u>	January 30, 1999	All items shipped
4401-4 { <u>002-1894644-6936263</u>	January 14, 1999	All items shipped
4401-5 { <u>002-7643906-5558259</u>	December 14, 1998	All items shipped
4401-6 { <u>002-6790950-3739847</u>	October 29, 1998	All items shipped
4401-7 { <u>002-3632396-2353407</u>	April 13, 1998	All items shipped

[Return to Account Maintenance Main Page](#)

FIG. 29



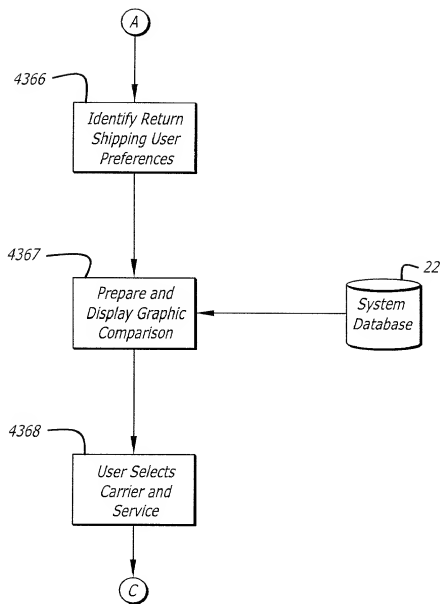


FIG. 30b

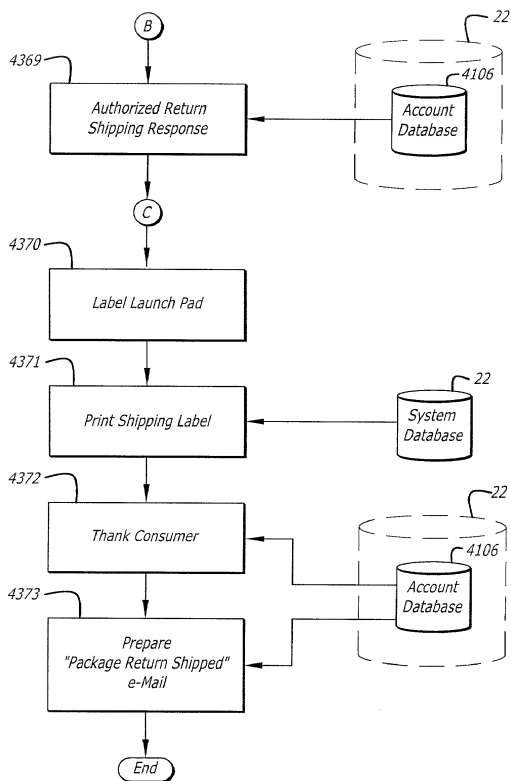


FIG. 30c



**Merchant Logo**

**Merchant Main Menu Choices**

Order Summary 4401-1 [Return to Your Order History](#)

---

Order #: 002-0152586-5576810

Date: July 19, 1999 at 09:58 AM PDT 4407

Status: All items shipped

Shipping Address: 4408

Scott J. Beiss  
iShip.com  
2515 - 140th Ave NE Suite E-110  
Bellevue, WA 98005 USA  
425 602 5022

**Returns? Click Here:**  
[Return services by iShip.com](#)

**iShip.com**  
Your Internet Package Shipper

Ship Method: Standard Shipping 4403

Number of Shipments: One shipment when complete order is ready

Payment Method: VISA  
Last 5 digits: 26761

Items Ordered:

4404-1	1 of <u>Permission Marketing: Turning Strangers Into Friends and Friends Into Customers</u> (Audio Cassette) By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	\$14.40
4404-2	1 of <u>Yeah, It's That Easy (ECD)</u> (Audio CD) By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class	\$12.99
4404-3	1 of <u>For Those About To Rock We Salute You (ORIGINAL RECORDING REMASTERED)</u> (Audio CD) By: AC/DC 1 shipped on Jul. 19, 1999 via US Priority.	\$11.49
4404-4	1 of <u>Odyssey</u> (Audio CD) By: Beck 1 shipped on Jul. 19, 1999 via US Priority	\$12.99
4404-5	1 of <u>Natty Dread</u> (Audio CD) By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority	\$12.99
4404-6	1 of <u>Dag</u> (Audio CD) By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority	\$12.99
4404-7	1 of <u>RCA WSP-150 900MHz Wireless Speakers</u> (Electronics) By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground <a href="#">Track your package with iShip.com</a>	\$149.95
4405		

4406

[Return to Your Order History](#)

Item(s) Subtotal	\$227.80
Shipping & Handling	\$19.55
	-----
Total Before Tax	\$247.35
Tax	\$21.29
<b>TOTAL:</b>	<b>\$268.65</b>

[Top of Page](#)

FIG. 31

**Merchant Logo**

**Merchant Main Menu Choices**

**Returns Service** [Return to Your Order History](#)

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

**Merchant**

**SubMenu**

**Selections**

**Order #:** 002-0152586-5578810 **4401-1**

**Date:** July 19, 1999 at 09 58 AM PDT

**Status:** All items shipped

**Select the items you would like to return:**

**Price:**

4420 { 1 of Permission Marketing: Turning Strangers Into Friends and Friends Into Customers (Audio Cassette) **4404-1** \$14.40  
By: Seth Godin (Reader)  
1 shipped on Jul. 19, 1999 via US Priority.

4421-2 { 1 of Yeah, It's That Easy (ECD) (Audio CD) **4404-2** \$12.99  
By: G. Love & Special Sauce  
1 shipped on Jul. 20, 1999 via US First Class

4421-3 { 1 of For Those About To Rock We Salute You (ORIGINAL RECORDING REMASTERED) (Audio CD) **4404-3** \$11.49  
By: AC/DC  
1 shipped on Jul. 19, 1999 via US Priority.

4421-4 { 1 of Odyssey (Audio CD) **4404-4** \$12.99  
By: Beck  
1 shipped on Jul. 19, 1999 via US Priority

4421-5 { 1 of Natty Dread (Audio CD) **4404-5** \$12.99  
By: Charlie Hunter Quartet  
1 shipped on Jul. 19, 1999 via US Priority

4421-6 { 1 of Dug (Audio CD) **4404-6** \$12.99  
By: Charlie Hunter, Leon Parker  
1 shipped on Jul. 19, 1999 via US Priority

4421-7 { 1 of RCA WSP150 900MHz Wireless Speakers (Electronics) **4404-7** \$149.95  
By: RCA  
1 shipped on Jul. 20, 1999 via UPS Ground  
Track your package with iShip.com.

4405 {

Item(s) Subtotal: \$227.80  
Shipping & Handling: \$19.56  
-----  
Total Before Tax: \$247.36  
Tax: \$21.29  
TOTAL: \$268.65

4406 { [Next Step >>](#) 4422

[Return to Your Order History](#)


[Top of Page](#)

FIG. 32

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com
------------------	-----------------	---------	------	-----------

## Merchant Logo

Standard Policy



Your Internet Package Shipper  
User: John Smith

Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store - to configure exceptions to the policy at the category or item level, [click here](#).

### Policy Overview Statement

Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.

4160-1 **<B> Within 30 days of receipt of your shipment</B>, you may return:**

4160-3 **<UL>**

- Any apparel, lawn & garden equipment, furniture, or books in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

4160-2 **</UL>**

**We are unable to refund returned pharmaceuticals or food.**

**With few exceptions, we issue a <b>full refund</b> for the price of an item that meets these conditions. We only refund shipping costs if the item is a result of our error.**

4161-1

4161-2

Preview

4162

Return Window 4167

Customer may return items for: 4165

30

from

Receipt of Shipment

4166

Refund Method 4168

Customer may return items for:

☒ Refund
 4169

☐ Store Credit Only
 4170

☐ Choice of Refund or Store Credit
 4171

Refund Amount 4172

Refund amount will include:

☒ Price of Item
 4173

☒ Tax on Item
 4174

☒ Original Shipping Charge
 4175

Cancel

Save

FIG. 33

## Return System Flow

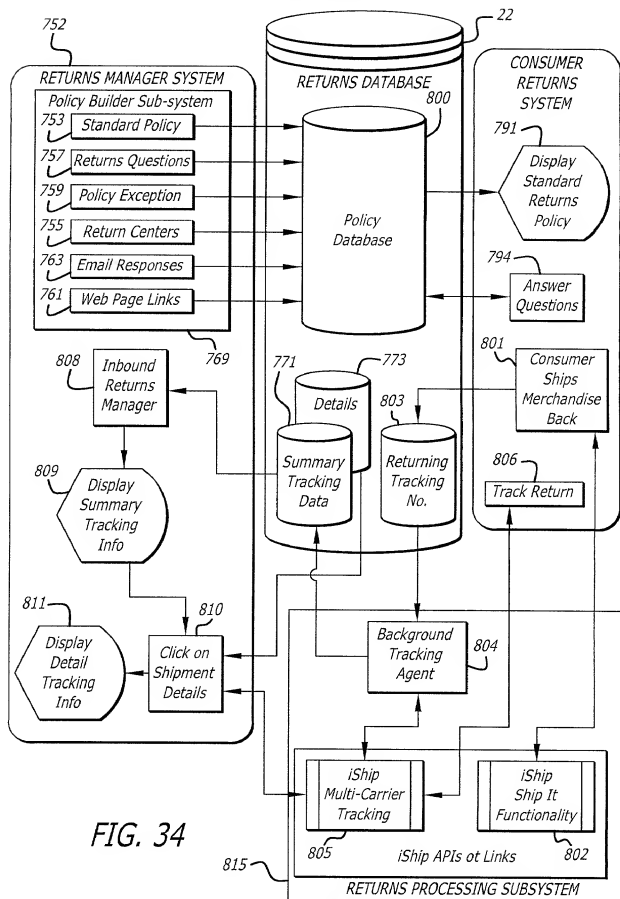


FIG. 34

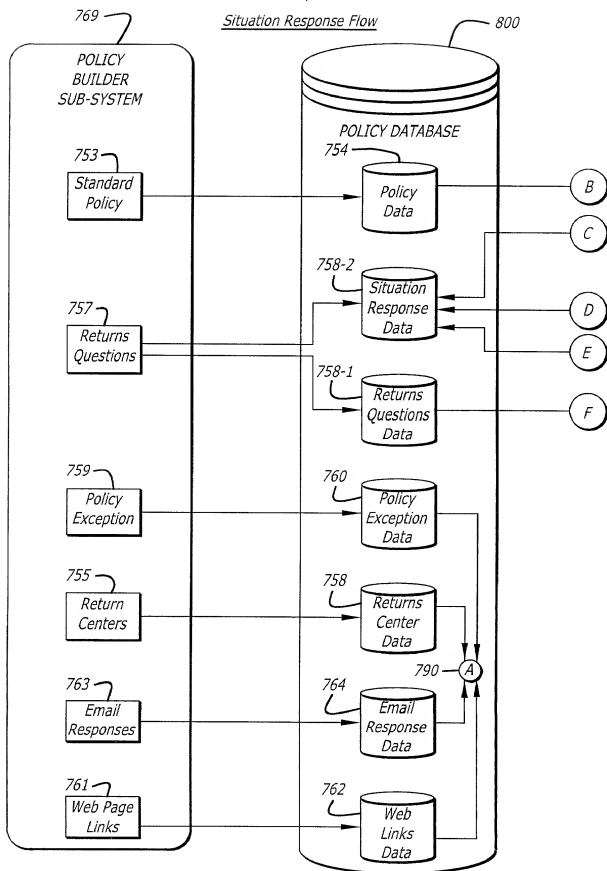
Situation Response Flow

FIG. 35-1

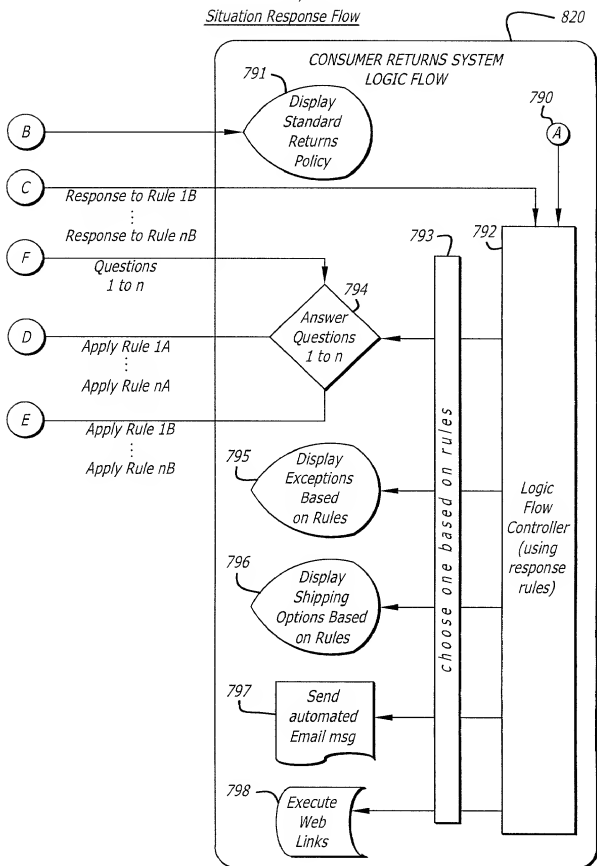


FIG. 35-2

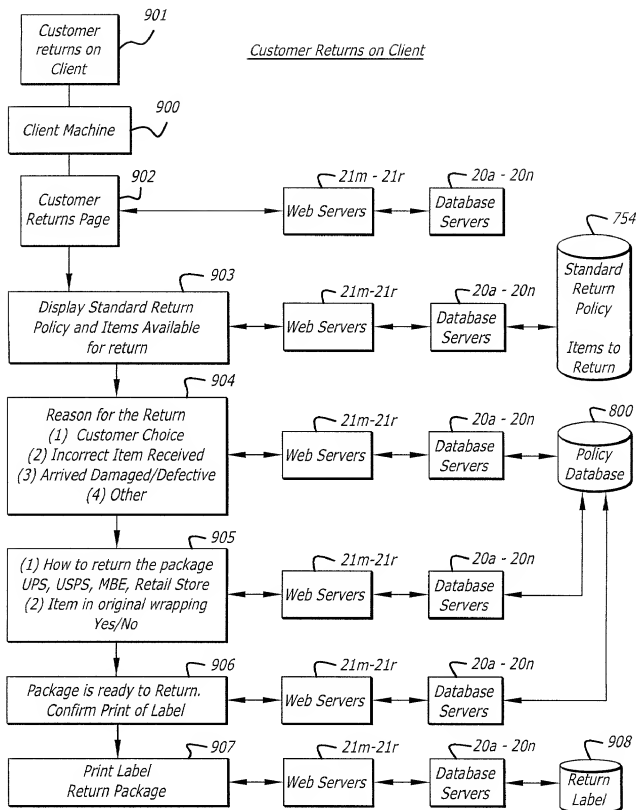


FIG. 36

**Merchant Logo**

**Merchant Main Menu Choices**

Returns Service Return to [Your Order History](#)

---

Order #: 002-0152586-5576810 4401-1

Date: July 19, 1999 at 09:58 AM PDT

Status: All Items shipped

**Items to Return:**

4421-7 ☒ 1 of RCA WSP150 900MHz Wireless Speakers (Electronics) } 4404-7

By: RCA

1 shipped on Jul. 20, 1999 via UPS Ground

[Track your package](#) with iShip.com

4173 Price: \$149.95

4405

Item(s) Subtotal Before Tax: \$149.95

Refunded Tax: \$12.90

4174 TOTAL: \$162.85

4172

**Reason for Return:**

4427-1 ☐ Customer Choice 4216

4427-2 ☐ Incorrect Item Received 4207

4427-3 ☒ Arrived Damaged/Defective 4212

4427-4 ☐ Other (please specify below): 4220

Right speaker does not receive signal.

4406

4425

4426-1

4426-2

[Return to Your Order History](#)

Next Step >>

4422

[Top of Page](#)

FIG. 37



**Merchant Logo**

**Merchant Main Menu Choices**

Returns Service Return to [Your Order History](#)

---

**Returning Your Package:** Price:

4213-1 { We apologize for the problem with your order. To process your refund, make sure your item(s) are in the original packaging and prepared for safe shipment. 4173

4404-7 { 1 of RCA WSP150 900MHz Wireless Speakers (Electronics) \$149.95

By: RCA

Reason for return: Arrived Damaged or Defective 4212

Comments: Right speaker does not receive signal 4425

TOTAL REFUND: \$162.85

4172

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.

4430 How would you like to return the package? (Select One)

4431 ☒ 4187-1 UPS ☐ 4188-1 US Postal Service ☐ 4190 Mail Boxes Etc. ☐ 4184 Retail Store

4432 Is your item packaged in the original shipping box?

4433 ☒ YES ☐ 4434 NO

4406 [Return to Your Order History](#)

[Next Step >>](#) 4422

[Top of Page](#)

FIG. 38

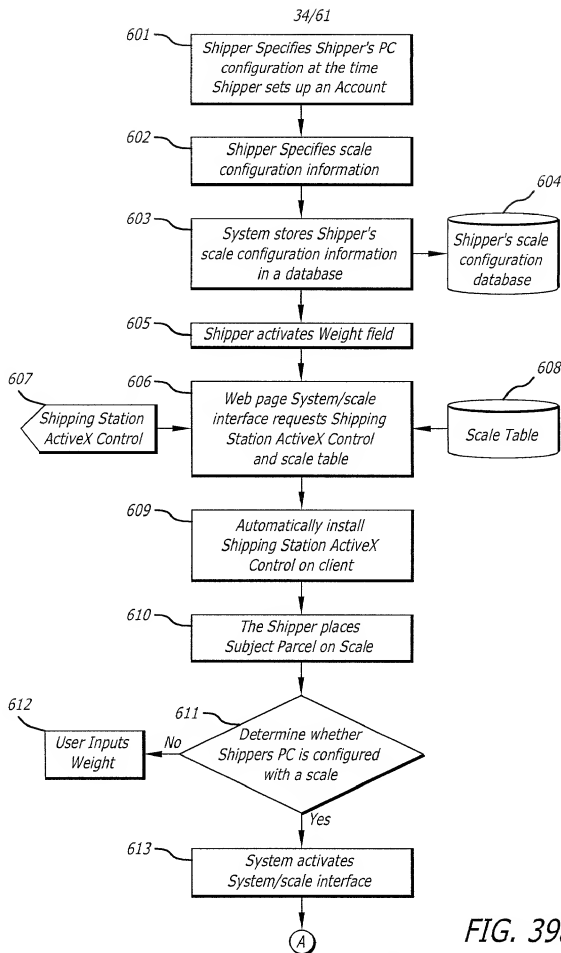
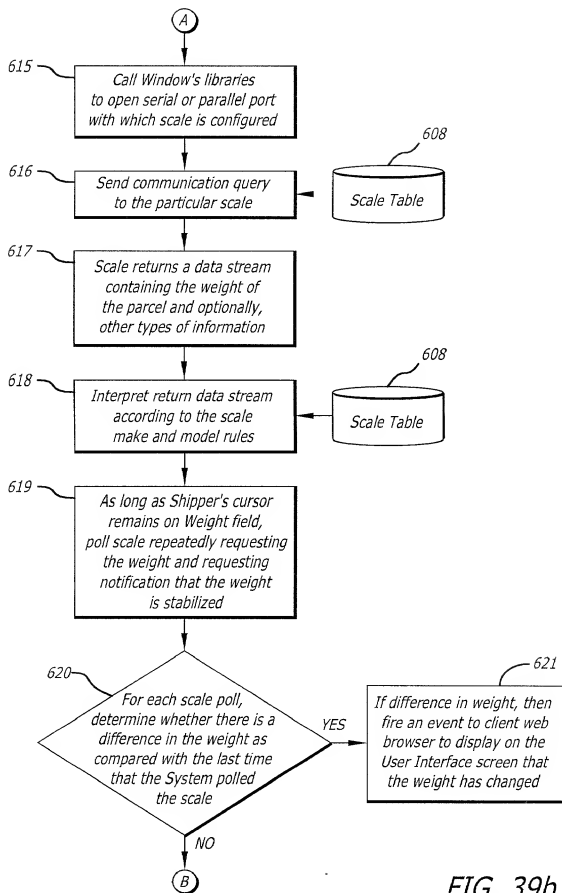


FIG. 39a



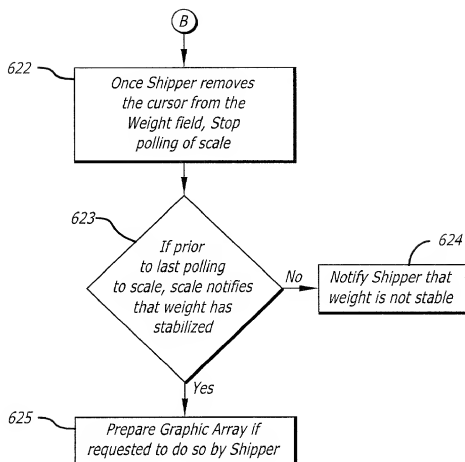


FIG. 39c

100160 220200

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 40

**iShip.com**

My iShip Price It Ship It Track It Sell It Help

Shipping Options

Ship date: 10/28/99 - Friday

Delivery Options:

☒ **Delivery Deadline** [\[ Help \]](#)  
 If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day  
 11/02/99 - Tuesday

☐ **Guaranteed Delivery** [\[ Help \]](#)  
 When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.

☐ **Deliver Without Signature** [\[ Help \]](#)  
 Checking this box authorizes FedEx to deliver your shipment without obtaining a signature.

☐ **Set Earliest Delivery Time** [\[ Help \]](#)  
 This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee  
 9:30am

☐ **Documents Only** [\[ Help \]](#)  
☐ **Non-Dutiable**

Compare the rates of these carriers:

☒ **Airborne Express** ☒ **FedEx**  
☒ **UPS** ☒ **UNITED STATES POSTAL SERVICE**

**NOTE:** Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown.

My Drop Off/Pickup location is: My location by calling the carrier for pickup Drop Off Locator [\[ Help \]](#)  
 If your Drop-Off/Pickup location is different for each carrier, go to [Advanced](#).

Show retail rates: ☐ Yes ☒ No **313-2** [\[ Help \]](#)  
 Explanation about Retail Rates and what it means goes here. It will probably be two lines

[\[ Show Rates \]](#) [\[ Save \]](#) [\[ Back \]](#) [\[ Next \]](#) [\[ Cancel \]](#)

Price It  
 1 Shipment Info  
 2 Package Info  
 3 Shipping Options  
 4 Rates and Times  
 5 Ship Now  
 Log Off

Having trouble?  
 Questions or comments

FIG. 41

1109a Rates & Times 1109b Click on the price to select a delivery date, time and carrier. 1060 Date you expect to ship your package: 9/27/99 - Today 1061

TUE 28 SEP 99		WED 29 SEP 99	THU 30 SEP 99	1063-4	1063-5	1063-6	1063-7	CARRIERS
1064-1 1071-1-1 8:00 AM	\$39.25	1071-1-2 1063-2					1071-1-7	1140b 1140 1141b 1141
1064-2 1030 AM	\$16.25	1148 1147	1063-3		1140a 1142a	1071-2-7	1071-2-7	1142b 1142
1064-3 1147a	14.25					1071-3-7	1071-3-7	1143b 1143
1065a 12:00 PM	\$9.00	\$8.50			1143a	1071-4-7	1071-4-7	
1065b 3:00 PM	\$11.75	1065b 1149						
1064-4 4:30 PM	\$12.50	Express Overnight Service						
1064-5 5:00 PM		\$10.00	1071-5-1	1071-5-6	1071-5-7			
		\$6.00	1071-6-1	1071-6-4	1071-6-5	1071-6-6	1071-6-7	
		\$3.20	1071-6-2					
1064-6			1071-6-3					

1064-1071-3-1 1069 Airborne Express - 12:00PM Express Overnight Service

1064-5 1064-6

1109d Will ship the package from: Will drop off at Retail Ship Center 1066 Find Location 1067

1054 << Back Next >> 1055 Reset 1056 Cancel 1057 Help

1068 Compare Services

FIG. 42

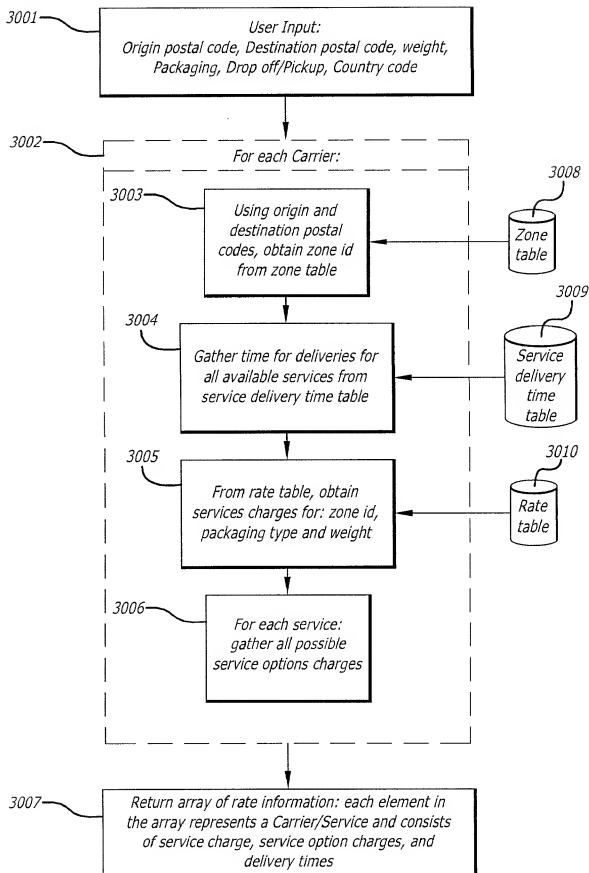


FIG. 43



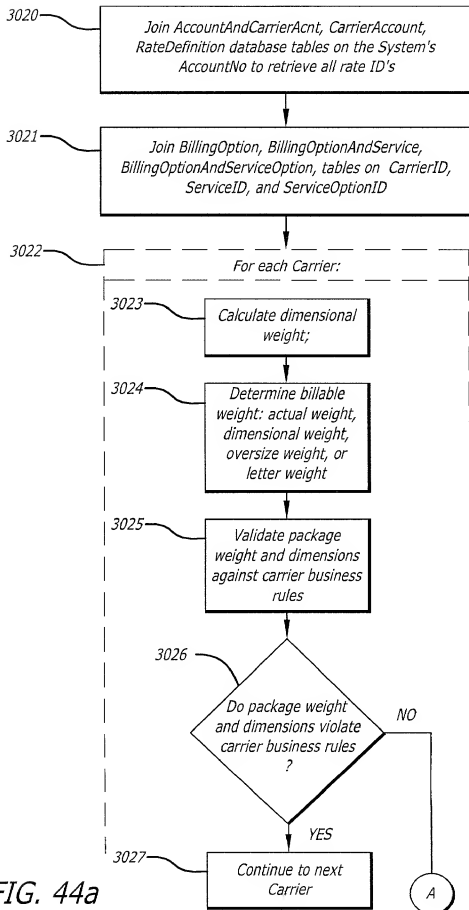


FIG. 44a

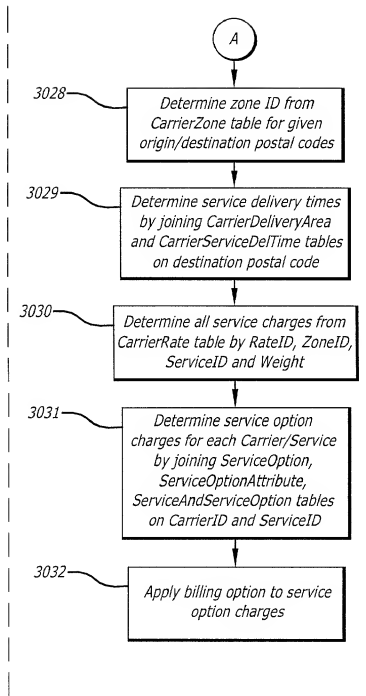


FIG. 44b

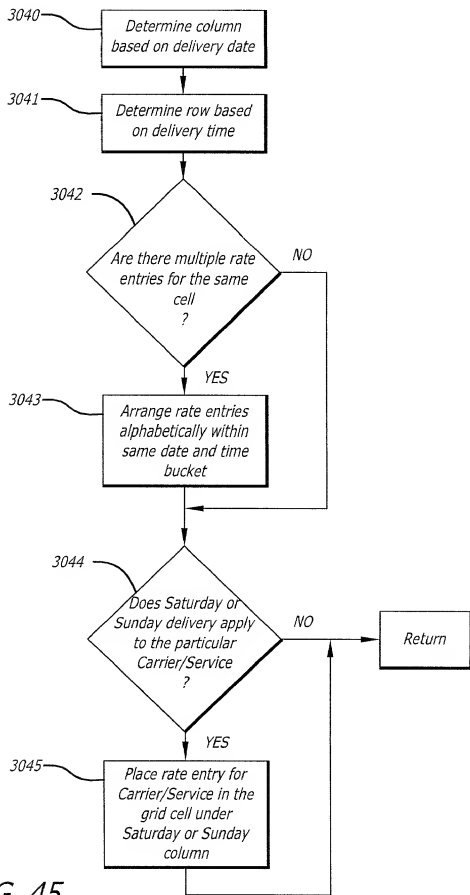


FIG. 45

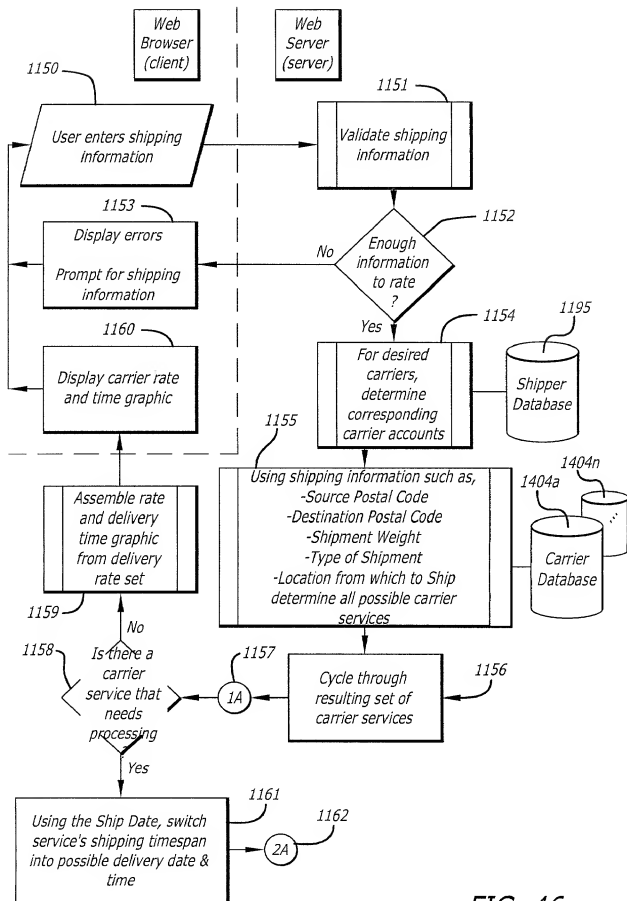


FIG. 46a

FIG. 46b

45/61

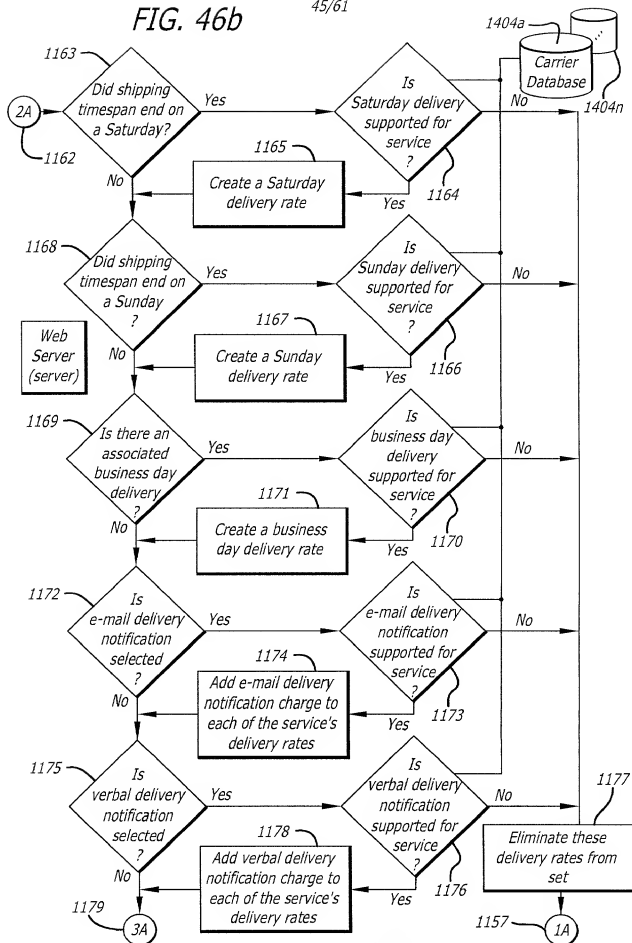
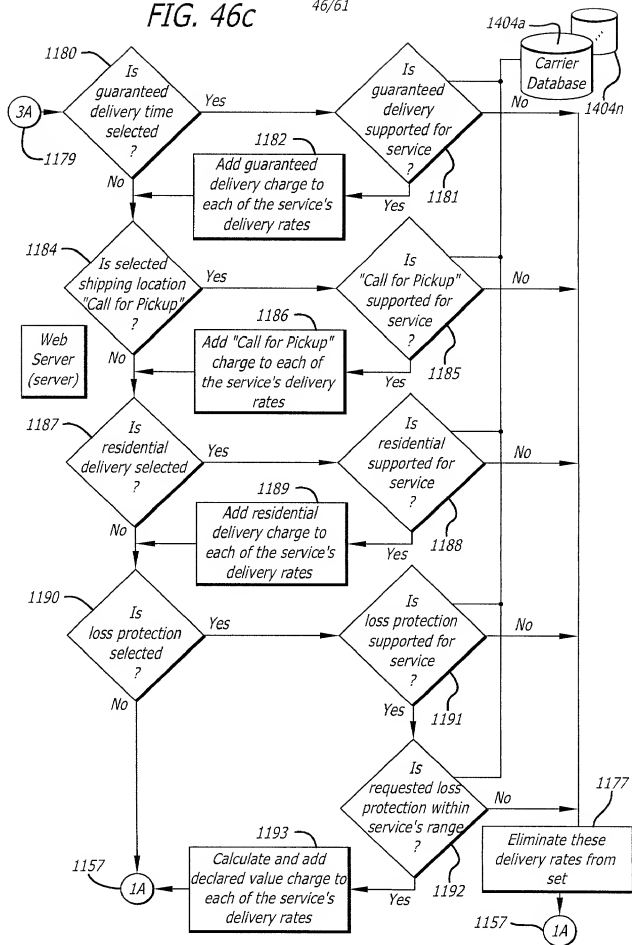


FIG. 46c

46/61



REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

*FIG. 47*

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

*FIG. 48*

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

*FIG. 49*



REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

*FIG. 50*

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

*FIG. 51*

SHIP TO: SHAWDELL  
 12345 234-2345  
 STREET  
 CITY CA 93107

SHIP (234) 234-2345  
 TO: FIRST NAME  
 STREET  
 CITY CA 93107

4 LBS 1 OF 1

SHIP TO POSTAL CODE  
 (420) 93107

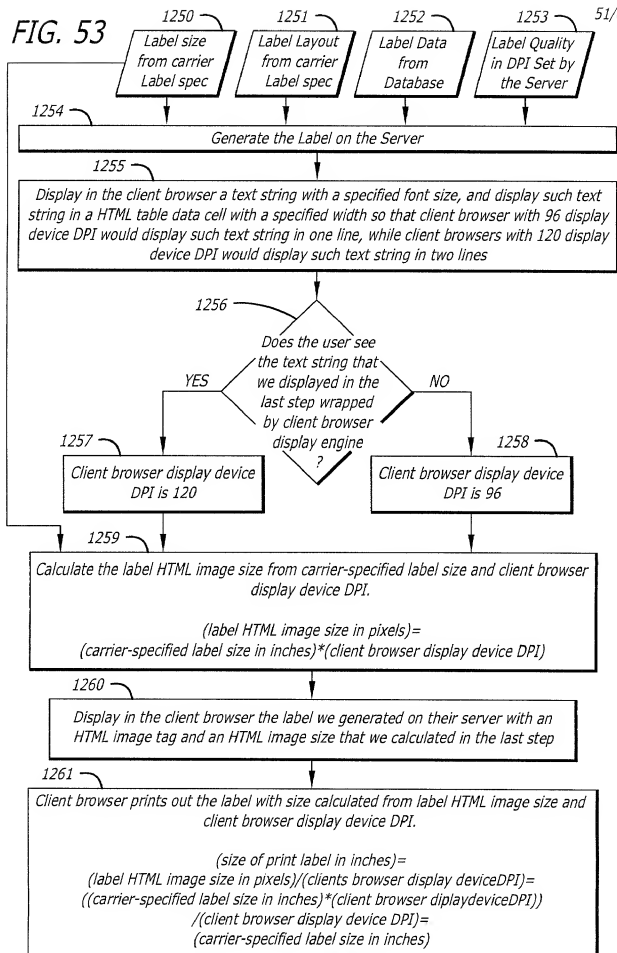
UPS NEXT DAY AIR 1  
 TRACKING #: 1Z 345 321 03 0002 8462

SHIP 1.00

FIG. 52

FIG. 53

51/61



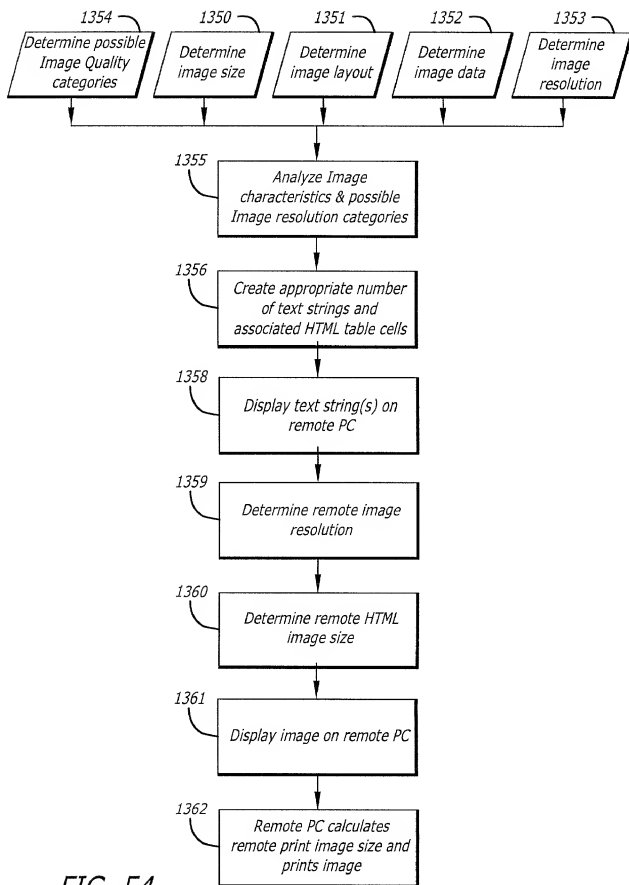


FIG. 54

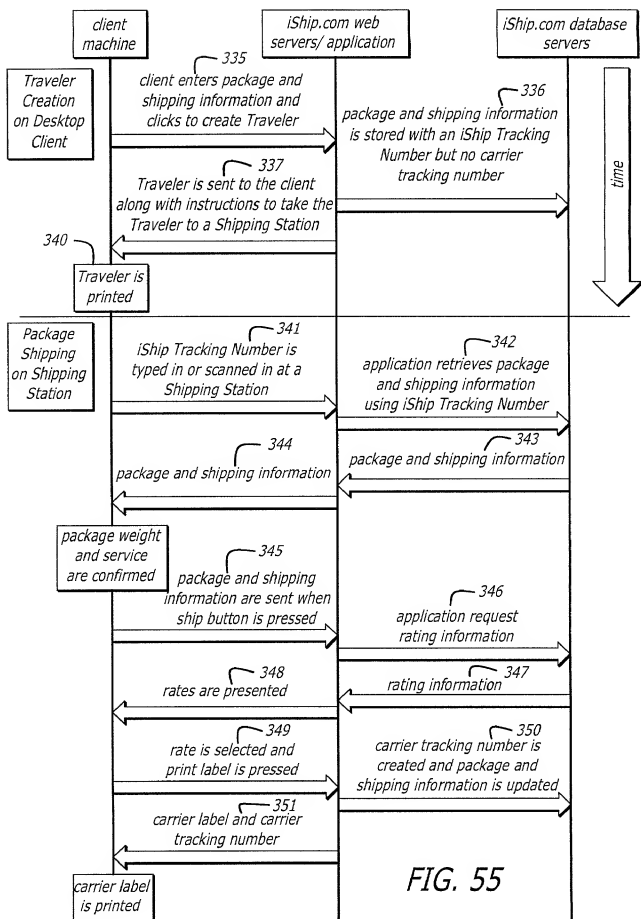


FIG. 55

361

**Your Package Traveler**

This is not a shipping label. Take your package and this Traveler to an iShip.com supported shipping counter.

---

**Shipping Addresses**

<b>Return:</b> Lory Klett (425) 602-4848 iShip.com 3535 Factoria Blvd, SE Suite 500 Bellevue WA 98006	<b>Destination:</b> Diane Moon (609) 786-5555 Milne Fruit 800 Berneet Ave. Prosser WA 99350-8888
---	---

363

---

**Package Info**

<b>Details:</b> 1 of 1 4 lbs Carrier Box	<b>Service:</b> UPS Ground <b>EPSO:</b> 12345472 <b>Price:</b> \$6.35
--	---

364


---

**iShip.com Tracking Number**

362

360

**MATKP9GUZFXG3**



[< Back] [x Cancel]

FIG. 56

**iShip.com**

**Confirmation** My iShip Price It Ship It Track It Sell It Help

370 Your shipping request has been completed!  
Directions about what to do next goes here. 362

Your iShip Package No.: MANEYZN88WSTF

Your Shipment: 371

Shipment: Computer, cookbooks, software, manuals  
10" x 16" x 12"  
4 lb 3oz

Drop Off Location: Jan. Ship  
iShip.com  
3035 Pockets Blvd SE  
Suite 4  
Bellevue WA 98005  
jans@iShip.com  
(425) 602-6848

Service: UPS Ground  
Options: Loss Protection

Destination: Dore Moon  
Miles Trail  
12320 10th Ave NE  
Suite 305  
Edmonton WA 98026  
United States  
(866) 555-9726

Your Charges: 372

Service Charge: \$ 6.30  
Service options: \$ .35  
Total Cost: \$ 6.65

UPS Account: 1234 5678 9101 1213  
iShip.com

Printout Page Back Home Cancel

Ship It  
1 Ship It Address  
2 Package Info  
3 Shipping Options  
4 Rates and Times  
5 Payment  
6 Print  
Log Off

Having trouble?  
Questions or comments

FIG. 57

**iShip.com**

**1 | Track a shipment** My iShip Price It Ship It Track It Sell It Help 380

Track your package in one easy step. Enter the package tracking number in the field below and then click Next. In moments you'll learn where your package is and, if it's been delivered, who signed for it. [Help]

Tracking Numbers:

#1 381a 381b  
#2 381c  
#3 381d  
#4 381e  
#5

Airborne EXPRESS FedEx UPS UNITED STATES POSTAL SERVICE YELLOW

Printout Page Next Submit Done 382

Track It  
1 Tracking Number  
2 Tracking Results  
Shipping History  
Log Off

Having trouble?  
Questions or comments

FIG. 58

**iShip.com**

2 Your Tracking Information    My iShip    Price It    Ship It    Track It    Sell It    Help

Tracking results: **391-1b** Click on the iShip Tracking Number for more information. Status as of 11/23/99, 11:22:30 AM Pacific Standard Time [Help]

Status	iShip.com Tracking No.	Destination	Service	Ship Date	Delv. Date
●	<b>391-1a</b> <b>ALAEVZNS00011</b>	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
●	<b>391-2a</b> <b>ALAEVZNS00011</b>	Ellensburg WA	UPS Ground	02/18/00	
●	<b>391-2b</b> <b>ALAEVZNS00011</b>	Sanjo Maricao CA	UPS Ground	02/18/00	
●	<b>391-5a</b> <b>ALAEVZNS00011</b>	Portland OR	UPS Ground	02/18/00	
●	<b>391-5b</b> <b>ALAEVZNS00011</b>	Spokane WA	UPS Ground	02/18/00	

Status icons: **392-1** Shipped **392-2** In Transit **392-3** Delivered **392-4** Exception

Track It    1 Tracking Number    2 Tracking Results    Shipping History    Log Off

Unlink trouble?    Questions or comments

[Back] [Done]

FIG. 59

**iShip.com**

2 Your Tracking Information    My iShip    Price It    Ship It    Track It    Sell It    Help

Tracking results: **391-5a** Click on the iShip Tracking Number for more information. Status as of 11/23/99, 11:22:30 AM Pacific Standard Time [Help]

Status	iShip.com Tracking No.	Destination	Service	Ship Date	Delv. Date
●	<b>391-5a</b> <b>ALAEVZNS00011</b>	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
●	<b>391-5b</b> <b>ALAEVZNS00011</b>	Ellensburg WA	UPS Ground	02/18/00	
●	<b>391-5c</b> <b>ALAEVZNS00011</b>	Sanjo Maricao CA	UPS Ground	02/18/00	
●	<b>391-5d</b> <b>ALAEVZNS00011</b>	Portland OR	UPS Ground	02/18/00	

Status icons: **391-5a** Shipped **391-5b** In Transit **391-5c** Delivered **391-5d** Exception **391-5e** Unable to track

Track It    1 Tracking Number    2 Tracking Results    Shipping History    Log Off

Unlink trouble?    Questions or comments

[Back] [Done]

FIG. 60



**iShip.com**

My iShip | Price It | Ship It | Track It | Sell It | Help

### 2 Your Tracking Information - Unable to Track

We were unable to track your package.  
**11W3346001Z234** 430

Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit.

Tracking number: <b>11W3346001Z234</b>	
432-1 Carrier: (Select One) <b>432-2</b>	
Ship date (+/-4days): <b>08005</b> (mmdd/yyyy)	
<b>433</b>	
Airborne EXPRESS    FedEx    UPS    UNITED STATES POSTAL SERVICE    YELLOW	

[Home](#) [Contact Us](#) [Feedback](#) [Log Off](#)

[Back](#) [Submit](#) [Cancel](#) [Close](#)

434

FIG. 61

**iShip.com**

My iShip | Price It | Ship It | Track It | Sell It | Help

### 2 Your Tracking Information

Status as of Tuesday, November 23, 1999 11:22:30 AM Pacific Standard Time

Tracking results: <span style="float: right;">395</span>	Status:	<b>IN TRANSIT</b>	[ Help ]
	Carrier:	<b>UPS</b>	
	Service:	<b>GROUND</b>	
	iShip Number:	<b>N ANEY2H 89WB1F</b>	
	Tracking Ship Date:	<b>123374WS100023174</b>	
	Destination:	<b>Monday, November 22, 1999</b>	
	Expected Delivery Date:	<b>PROSSER, WA US</b>	
	Expected Delivery Time:	<b>Tuesday, November 23, 1999</b>	
	Last Scan:	<b>12:06:05 PM</b>	
		<b>11/23/99 10:38:00 AM LOCATION SCAN</b>	
		<b>KENNEWICK, WA US</b>	

396 [Show me more details on this package.](#)  
 397 [Add this tracking number to my Inbound Package list.](#)

E-mail Notifications: 398

Send the URL of this tracking info to e-mail recipients and/or request e-mail notification of delivery. Simply fill out names and corresponding e-mail addresses below, check the appropriate box and then click Submit.

	Name:	E-mail address:
399-1a	#1 John Jadem	johnj025@this_email.com
399-2a	#2 Sarah Lewis	sarah01@this_email.com
	#3	

399-1b

399-2b

400

401 ☒ Send notification when the package has been delivered

402 ☒ Send the URL of this tracking info

[Home](#) [Contact Us](#) [Feedback](#) [Log Off](#)

[Back](#) [Submit](#) [Track Another](#) [Cancel](#) [Close](#)

[Home](#) [Contact Us](#) [Feedback](#) [Log Off](#)

FIG. 62

FIG. 63



Shipping History										My iShip	Price It	Ship It	Track It	Sell It	Help	
										406						
										407						
										408						
										409						
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										477						
										478		</				

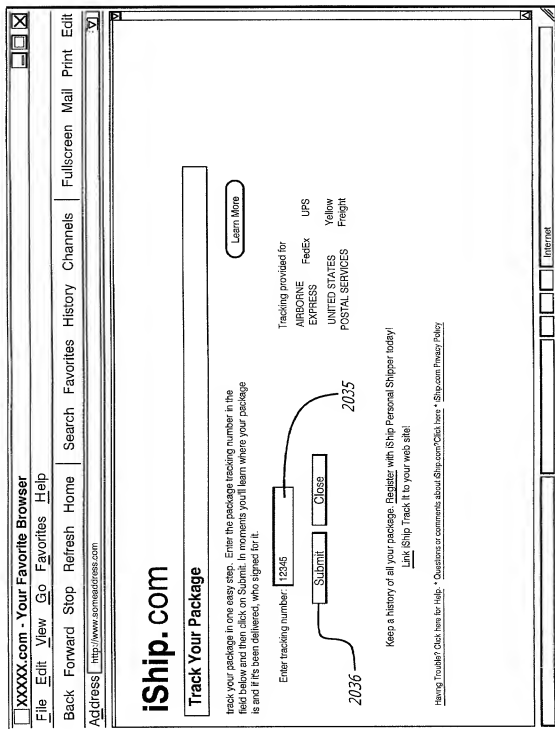
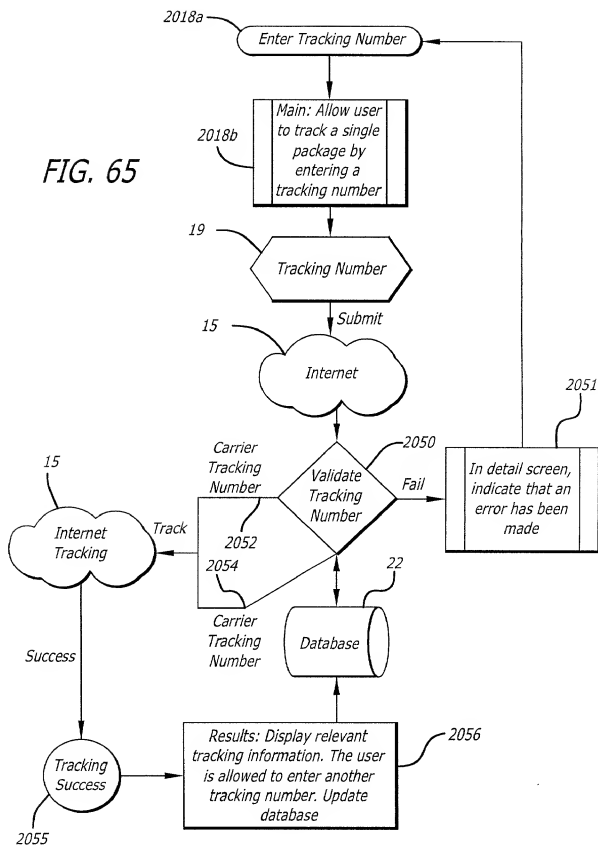


FIG. 64

FIG. 65



```

<iship.com.request xmlns="x-schema:http://iship.com/api/schema/trackrequest.xml"
transactionid="3855BD2185E111d3984400A0C9D6C226">
  <header mode="interactive">
    <version major="0" minor="1"/>
    <batch id="AE5E54F08E2311d3984900A0C9D6C226"
url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
  </header>
  <sign sessionid="" userid="test" password="7777777"/>
  <trackit>
    <package sequencenumber="1">
      <trackingnumber carrier="ups">
        1Z1812530202075466
      </trackingnumber>
    </package>
  </trackit>
</logoff/>
</iship.com.request>

```

FIG. 66

```

<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
  <status ishipcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
systemrcode="0"/>
  <trackit>
    <package sequencenumber="1" packagercode="0">
      <deliveredto></deliveredto>
      <deliverylocation>LEFT AT 3S</deliverylocation>
      <signedby>HOWARD</signedby>
      <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan>
      <status>Delivered</status>
      <deliverytime>9/1/99 1:50:00 PM</deliverytime>
      <carrier>UPS</carrier>
      <service>2ND DAY AIR</service>
      <shipdate>8/28/99</shipdate>
      <trackingnumber>1Z1812530202075466</trackingnumber>
      <scanlocation>FORT HAMILTON, NY US</scanlocation>
      <weight>400</weight>
    </package>
  </trackit>
</iship.com.response>

```

FIG. 67